

# New Mexico Highlands University

## Staff Satisfactory Survey Summary of Findings

### January 2010

The Staff Advisory Senate conducted its first staff survey in January 2010. This document summarizes the key findings of the Staff Satisfactory Survey and when possible gives a comparison to the responses submitted in 2008.

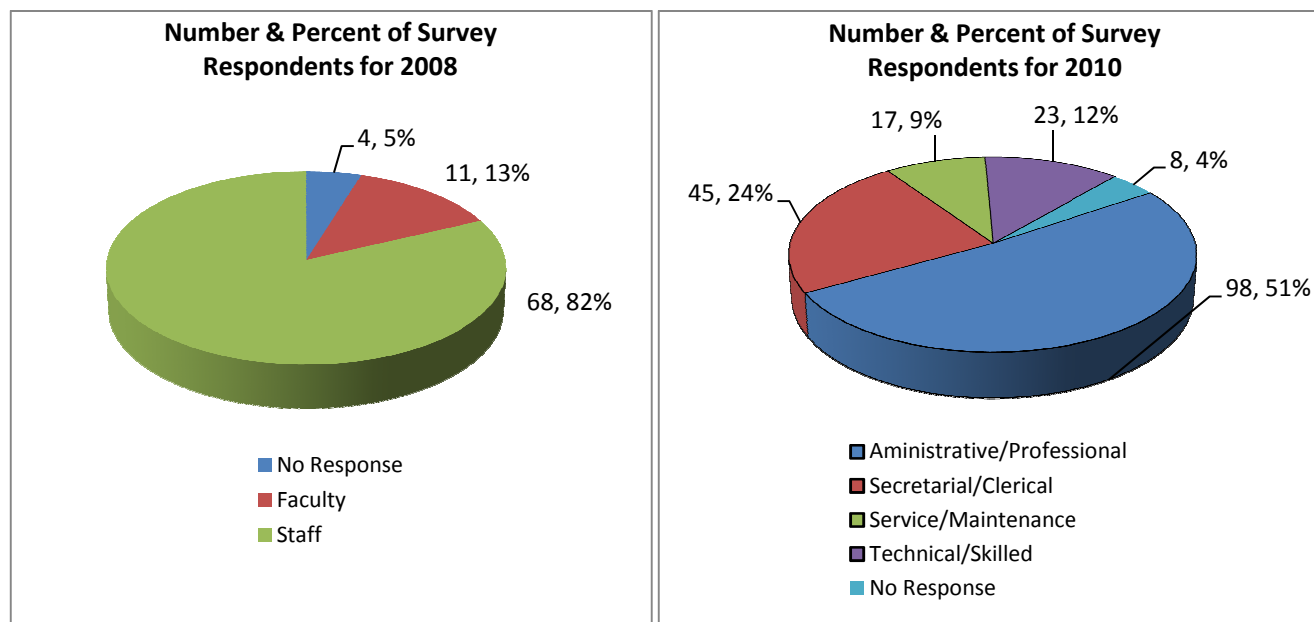
#### EMPLOYEE PROFILE

The chart below illustrates the number of full-time staff employees (approximately 50 are from off-site centers) by classification for academic year 2009-10.

| Classification | Males      | Females    | Total      |
|----------------|------------|------------|------------|
| Administrative | 29         | 15         | 44         |
| Professional   | 67         | 87         | 154        |
| Clerical       | 9          | 87         | 96         |
| Maintenance    | 59         | 11         | 70         |
| Technical      | 34         | 21         | 55         |
| <b>Total</b>   | <b>198</b> | <b>221</b> | <b>419</b> |

*Source of Information: Human Resources*

191 staff participated, a 45.6% response rate and the sample was broadly representative of NMHU's staff profile. In 2010, three times more staff participated than in 2008. The pie charts below illustrate the number and percent of survey responses for 2010 and 2008. Of 98 Administrative/Professional employees, 85.7% have a Bachelors or Masters degree and from this cluster 66.3% earned their degree at NMHU. 37.7% Secretarial/Clerical employees have an Associates or Bachelors degree and 17.8% Technical employees have an Associate or Bachelors degree.



60% of the participants have been employed with NMHU for six or more years and 35% have been employed for 5 years or less. 87% of the respondents were full-time employees, 7% listed a part-time status, 1% listed a temporary status, 2% were listed as interim and 3% did not respond. 57% of the respondents are females, 38% are males and 5% did not respond.

## **SECTION I: FAVORABLE RESULTS**

Overall, many of the survey results are positive and there are numerous things the respondents listed in the survey results that NMHU can be proud of. A large number of employees are very satisfied with NMHU as their employer and promote a positive image of the University. Many employees are especially satisfied with the benefits and feel that NMHU is a great employer. Numerous respondents feel comfortable discussing issues and receive candid feedback from their supervisor.

Listed below are the areas that were favorable on the survey (percent marking agree or strongly agree):

### **Employees:**

| 2008  | 2010  | Survey Questions:                                                                           |
|-------|-------|---------------------------------------------------------------------------------------------|
| 91.6% | 80.1% | promote a positive image of the University when speaking to others                          |
| 80.1% | 69.6% | are proud to work for New Mexico Highlands University                                       |
| 73.5% | 69.6% | feel that in their current position, their education, skills and talents are fully utilized |
| 78%   | 65.4% | would remain at NMHU, if a comparable job was available elsewhere.                          |
| 69.6% | 57.5% | are satisfied with NMHU as an employer.                                                     |
| 65%   | 55.5% | feel that their workplace environment is safe and comfortable                               |

### **Benefits:**

| 2008  | 2010  | Survey Questions:                                               |
|-------|-------|-----------------------------------------------------------------|
| 69.9% | 80.6% | said they utilize the Medical Insurance provided by NMHU        |
| 57.8% | 62.3% | are satisfied with our healthcare coverage                      |
| -     | 71.1% | are satisfied with the entire benefits package provided by NMHU |
| 68.7% | 74.1% | have taken a course at NMHU                                     |
| 65.1% | 52.4% | use the NMHU tuition waiver                                     |

### **Supervisor:**

| 2008 | 2010  | Survey Questions:                                                                     |
|------|-------|---------------------------------------------------------------------------------------|
| -    | 72.4% | felt comfortable approaching their supervisor to discuss issues relating to their job |
| -    | 63.6% | receive candid and timely feedback from their supervisor                              |
| 53%  | 61.3% | are encouraged to take classes/training by their supervisor                           |
| -    | 68.5% | received a performance evaluation                                                     |
| -    | 68.4% | received their performance evaluation on a timely basis                               |

### **Survey Comments:**

Employees were asked to identify the strengths at NMHU. Many employees feel that NMHU has an excellent and proactive faculty. The respondents have also expressed their satisfaction with the improvements to campus grounds and the renovations to building. NMHU employees seem to be especially pleased with President Fries and his administration. The respondents are pleased with the formation of the staff senate and happy to finally have representation for staff. In addition, staff feels that NMHU does an excellent job in recruiting and offering students a great education. The responses to these questions have been grouped and are listed under the following titles (see Attachment A, Sections A - F):

- Administration
- Campus Environment
- Staff Senate
- Faculty
- Benefits
- Students

## **SECTION II: UNFAVORABLE RESULTS:**

Several of the survey findings identified areas that are still in need of change. There are also additional areas that staff identified as priorities for further improvement. This part of the survey suggests a need to address equality issues, reevaluate the salary band system, build on good HR management practices, provide customer and professional trainings and improve communication across the campus community.

Listed below are areas of concern from the survey questions (percent marking agree or strongly agree):

### **Administration/HR**

| 2008  | 2010  | Survey Questions:                                                                             |
|-------|-------|-----------------------------------------------------------------------------------------------|
| 25.3% | 28.8% | feel that they are fairly compensated                                                         |
| 16.9% | 29.3% | feel that they can speak up without fear of retribution                                       |
| 24.1% | 29.3% | Feel that there is a clear line of communication/trust between administration and staff       |
| 38.6% | 30.4% | feel/believe there is a clear link between (seniority) good job performance and pay increases |
| 21.7% | 33.3% | feel comfortable going to Human Resources to discuss issues related to their job              |

### **Trainings/Workshops:**

| 2010  | Survey Questions:                                                                |
|-------|----------------------------------------------------------------------------------|
| 86.7% | expressed an interest in attending workshops/training offered by NMHU            |
| 83.9% | said they would take advantage of more training if they were offered             |
| 54.5% | were satisfied with the training they received under their department when hired |
| 34.8% | of staff are satisfied with the workshops/trainings offered at NMHU              |

### **Survey Comments:**

Employees were asked to list up to four areas of weaknesses within the university (see Attachment B, Sections A – D). What improvements do you think need to be addressed in order to improve morale (see Attachment C, Sections A - D)? List major concerns with the university and if you have a possible solution to any of these concerns, please make recommendations (see Attachment D & E, Sections A - C). The responses to these questions are grouped in the items listed below from the survey comments:

- Communication
- Human Resources
- Salary & Pay Raises
- Trainings
- Administration
- HU Departments
- Student Retention

Some of the items that topped the list of responses in the 2008 staff survey have been or are currently being addressed.

- Through the Staff Senate and various forums hosted by President Fries, communication between staff and administration has improved substantially.
- Human Resources is currently working in collaboration with the Staff Senate to revise the staff policies & procedures. 40.3% of staff now believe that the hiring policies/procedures are fair and equitable compared to 28.9% of the responses in 2008.
- Pay raises were changed from hire date to fiscal year.
- The Staff Senate has created a committee to develop a staff development week with training and workshops to target the needs of staff.

Another area of concern that respondents raised was the need to review the Human Resources (HR) role as EECO and Affirmative Action representative and improve the accessibility and approachability of HR. Areas of concern that respondents listed on the 2008 staff survey that are still a concern in the 2010 survey include:

- Reevaluate the salary band system and allocate pay according to classification.
- Separate Affirmative Action and EEOC from Human Resources Department.

New areas of concerns listed in the responses of the 2010 survey.

- Too many administrators with high salaries
- Various concerns affecting student retention
- Filling staff positions has become a difficult endeavor.

### **SECTION III: OTHER RESULTS**

Listed below are areas of concern from the survey questions (percent marking agree or strongly agree):

| <b>2010</b> | <b>Survey Questions:</b>                                                                   |
|-------------|--------------------------------------------------------------------------------------------|
| 86.7%       | have a copy of the personal policies & procedures manual and can access it on the web page |
| 78.7%       | would like to see NMHU implement a formal Recognition Performance Program                  |
| 75.4%       | believe that there should be a merit based policy in place                                 |
| 44.4%       | keep current with items listed on the SAS link                                             |

| Considering the events of the last 3 years, rate NMHU. |             |             | Rate morale (on a scale of 1 to 5, 5 being the highest) |             |             |
|--------------------------------------------------------|-------------|-------------|---------------------------------------------------------|-------------|-------------|
|                                                        | <b>2008</b> | <b>2010</b> |                                                         | <b>2008</b> | <b>2010</b> |
| • Changed for the Better                               | 37.3%       | 46.1%       | • 2 or less                                             | 35%         | 28.3%       |
| • Stayed the same                                      | 25.3%       | 14.1%       | • 3                                                     | 37.3%       | 23%         |
| • Changed for the worst                                | 14.5%       | 14.1%       | • 4 or more                                             | 19.3%       | 28.3%       |
| • No Opinion                                           | 16.9%       | 12%         | • No response                                           | 8.4%        | 20.4%       |
| • No response                                          | 6%          | 13.7%       |                                                         |             |             |

Areas that could not be grouped together are listed under the miscellaneous sections A-F, Attachment F.

### **SECTION IV: CONCLUSIONS**

1. This survey accomplished the intended objective of establishing a staff workplace satisfaction baseline. Next year, the survey will be conducted and the results will allow comparison from one year to another. In an effort to increase question clarity and improve the collection of data, this committee will work in collaboration with Human Resources.
2. Strengths of Survey: NMHU employees promoting a positive image and expressing loyalty and commitment topped the list of strengths across the campus. Many employees are satisfied with NMHU as an employer and the improvements to the campus environment. NMHU employees seem to be especially pleased with President Fries and his administration. The implementation of the staff senate has improved communication across campus and provided staff with a place to voice their concerns.
3. Weaknesses of Survey: Perceptions of unfair treatment and equality issues topped the list of concerns across the campus community. While some departments and their supervisors are praised, many other comments mentioned the most common perception of unfair treatment was due to inequality of distribution of pay increases and the salary band system in place. The need for customer and professional training in addition to student retention was of great concern to staff.
4. The Staff Advisory Senate is committed to the development and morale of staff. To this end, it recognizes that data-based decision making is an effective process that supports the Universities Strategic Plan. The data collected from the responses in this staff survey will be shared with Human Resources and university administration. The Staff Advisory Senate will use the results to prioritize and make decisions on how to address issues affecting staff.

**Thank you for taking part in the staff survey and for giving us your views. We will keep you updated on the actions taken in response to the survey results and hope you will help us monitor progress.**